



PEAK PERFORMANCE

2006-2007 ANNUAL REPORT

Michael K. Jeanes
Clerk of the Superior Court
Maricopa County



- Theodor Geisel (Dr. Seuss)



Peak Performance Helps Us Reach New Service Elevations

PEAK PERFORMANCE... a term that is used when the optimum effort is being made. It describes a person who is achieving at their highest level. It also reflects the goal we have as an Office—to operate our business at its best and serve our customers with maximum results.

To achieve this goal requires strategy, determination, enthusiasm, skill, and teamwork—qualities which embody actual peak performers (mountain climbers). For this reason, we have chosen to honor the spirit of the mountain climber in this year's annual report. While the type of mountains we face in our business are different than that of an actual mountain climber, the factors needed to overcome both types of mountains are similar. Each requires proper technique, the right equipment, complete preparation, strong vision and leadership, commitment, and an excellent team. When these elements are in place, whether it is Mt. Everest or Mt. Office Project, it creates the opportunity for a PEAK PERFORMANCE to be brought out.

When a PEAK PERFORMANCE is brought out in a person or in an organization, great things can be accomplished. We desire to accomplish great things for our customers. Why? The answer is simple. Just as a climber enjoys looking at the face of a mountain, we enjoy seeing the face of a satisfied customer. Like the climber who enjoys seeing how high he or she can go, we like reaching new service elevations.

I hope you enjoy following the trail of information we provide in this annual report. It is designed to lead you to the vistas our peak performers reached on our 2006-2007 service ascent.



Michael K. Jeanes
Clerk of the Court

Sincerely,

A handwritten signature in brown ink that reads "Michael K. Jeanes".

Michael K. Jeanes
Clerk of the Superior Court
Maricopa County



The Milepost

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A full-page background image showing a person in a green shirt and white helmet climbing a steep, reddish-brown rock face. The climber is positioned in the lower half of the frame, reaching up with their right arm. The background is a clear, deep blue sky.

The Guide

THE LEADERSHIP AND ORGANIZATION
OF THE CLERK OF THE COURT'S OFFICE

*"When faced with a mountain,
I will not quit."*

-Friedrich Schiller

FAMOUS PEAK PERFORMERS

In 1889, Hans Meyer, Ludwig Purtscheller, and Johannes Kinyala Lauwo were the first to ascend the highest mountain on the continent of Africa—Kilimanjaro, which is 19,340 feet.

Leading The Way

In November 1998, Michael K. Jeanes was elected to the Office of the Clerk of the Superior Court by the voters of Maricopa County. He was re-elected to the Office in November 2002 to serve a second term, and in November 2006, to serve for a third four-year term.



Duties

As the Clerk, he is the official record keeper and fiduciary agent for Superior Court and is responsible for leading an organization of more than 760 employees, supporting 152 judges and commissioners, serving a constituency of 3.8 million, and leading an Office in one of the fastest growing and largest counties in the nation.

Commitment

Michael is a strong advocate for quality customer service. He personally teaches a customer service class to new employees, meets monthly with employees to hear their thoughts on improving service, distributes publications to communicate with those who interact with the Office, and speaks with various audiences about the Office. A major step he is taking to improve service is implementing the Electronic Court Record. When fully implemented, it will transform how the court does business. Achievements toward this goal are mentioned in this report.

Service

Michael's desire to serve is also reflected in his professional and community involvement, which extends to membership in more than 20 local and national organizations.

Experience

Prior to being the Clerk of the Court, Michael served as an Associate Clerk within the Clerk of the Court's Office for nearly 11 years. Other positions he has held include Court Services Administrator and Management Analyst for Superior Court, and Management Analyst/Project Manager for Maricopa County.

Education

Michael was born in Chicago, Illinois, but has lived most of his life in Maricopa County. He earned a Bachelor of Arts Degree in political science from Loyola University in Chicago, and a Master of Public Administration Degree from Arizona State University.

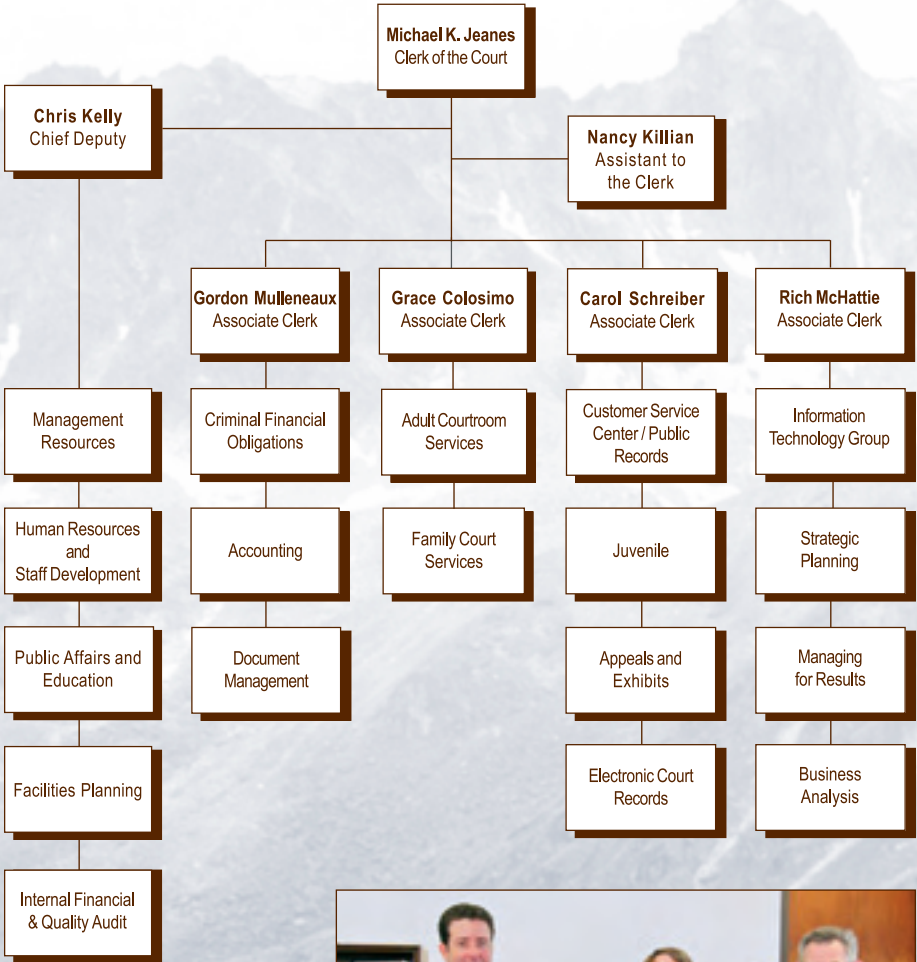


Michael K. Jeanes
Clerk of the Court

Family

Michael and his wife, Jill, who is a teacher in the Alhambra School District, have three sons.

An Organizational Map



Clerk of the Court Administration

(Back row, from left) Associate Clerk, Rich McHattie; Clerk of the Court, Michael Jeanes; Associate Clerk, Gordon Mulleneaux. (Front row, from left) Associate Clerk, Carol Schreiber; Associate Clerk, Grace Colosimo; Chief Deputy, Chris Kelly.

The Base

AN OVERVIEW OF THE
CLERK OF THE COURT'S OFFICE

"Mountains create climbers."

-Daniel David



FAMOUS PEAK PERFORMERS

In 1966, Nicholas Clinch and his party were the first to ascend the highest mountain on the continent of Antarctica—Vinson Massif, which is 16,050 feet.

An Office That Is On Track To Serve

A Historical Look at the Office of Clerk

The Office of the Clerk has a long history. It is one of the oldest of public servants and can be traced back more than a thousand years. In America, the Office of Clerk was one of the first forms of local government the early colonists established when they arrived in the new land.

Through the years, Clerks became a central part of government and a direct connection between citizens and their government. There are few offices in county government that assist such a wide range of people.

In Arizona, the Clerk's Office was established by State Constitution to serve the citizens, legal community, and the Superior Court. The Office was created to be responsive to the public, mindful of the taxpayer, and independent of the court itself. The Clerk of the Superior Court is an elected official who serves as the official record-keeper of the Court and acts as a safeguard and processor of all monies collected.

The Present

Today, Michael K. Jeanes, Clerk of the Superior Court, and his staff serve the third largest county in the nation. The Office is dedicated to providing quality customer service, innovation, technological improvements for more efficient service, and fiscal responsibility. The Office has eight locations to serve the public throughout the County.

Functions of the Clerk's Office

The functions of the Clerk of the Court satisfy more than 500 state statutes and court rules. Among the Office's responsibilities are to:

- Provide public access to the records of the Superior Court in Maricopa County;
- Attend each Superior Court session to record the actions of the court;
- Be the first stop in initiating any Superior Court action in civil, criminal, mental health, probate, tax, family court matters, and juvenile which includes delinquency, dependency, adoption, and severance cases;
- Collect and disburse court-ordered fees, fines, and victim restitution;
- Provide various family support services to the public;
- Receive, distribute, and preserve official court documents;
- Store exhibits for all court cases;
- Issue and record marriage licenses; and
- Process passport applications.

The Path To Peak Performance

Following are the *Mission*, *Vision*, and *Strategic Priorities* that guide the Clerk of the Superior Court's Office down the path to PEAK PERFORMANCE.

Mission:

The mission of the Clerk of the Superior Court is to provide progressive and efficient court-related records management and financial services for the justice system, legal community, and public so that they have fair and timely access to accurate court records and services.

Vision:

The vision of the Clerk of the Superior Court is to anticipate, meet, and exceed the expectations of our customers.

Strategic Priorities:

STRATEGIC PRIORITY 1 - STRATEGIC PLANNING

The Clerk of the Superior Court will utilize an organized strategic planning process to prioritize major initiatives focused on the timely delivery of the most cost-effective, customer-focused solutions for the justice community and the public.

STRATEGIC PRIORITY 2 - ELECTRONIC COURT RECORD (ECR)

By January 1, 2007 (commonly referred to as 1/1/07), the Clerk of the Superior Court will adopt and maintain the ECR as the official record for adult case types filed on and after January 2, 2002.

STRATEGIC PRIORITY 3 - LEGISLATIVE/REGULATIONS

The Clerk of Superior Court will continue its proactive role in policy and rule making to ensure our ability to implement the appropriate operational processes and procedures to balance privacy concerns with public access needs.

STRATEGIC PRIORITY 4 - EMPLOYEE DEVELOPMENT & CUSTOMER SERVICE

The Clerk of Superior Court will ensure high levels of employee satisfaction through development and implementation of initiatives that address employee recruitment, training, development, and retention.

STRATEGIC PRIORITY 5 - FINANCIAL MANAGEMENT

The Clerk of Superior Court, as the statutory fiduciary of the Superior Court, will implement and maintain financial processes that support a unified approach to eBusiness, and provide for the timely and accurate collection, disbursement, and reporting of court ordered payments.

The Ascent

THE STATISTICS OF THE
CLERK OF THE COURT'S OFFICE

*"The beauty of the mountain
reveals only to those who climb it."*

-Antoine de Saint Exupery



FAMOUS PEAK PERFORMERS

In 1953, Sir Edmund Hillary and Tenzing Norgay were the first to ascend the highest mountain on the continent of Asia and the highest mountain in the world—Mount Everest, which is 29,029 feet.

Cases Filed

The FILING COUNTERS are the starting point for the majority of Superior Court cases.

CRIMINAL CASES

2006 - 2007 = 40,380

2005 - 2006 = 39,492

2004 - 2005 = 37,572

2003 - 2004 = 34,210

FAMILY CASES

2006 - 2007 = 33,242

2005 - 2006 = 33,835

2004 - 2005 = 36,963

2003 - 2004 = 34,868

JUVENILE COURT

2006 - 2007 = 20,231

2005 - 2006 = 18,987

2004 - 2005 = 27,757

2003 - 2004 = 18,348

CIVIL CASES

2006 - 2007 = 29,774

2005 - 2006 = 27,320

2004 - 2005 = 30,067

2003 - 2004 = 33,562

PROBATE / MENTAL HEALTH

2006 - 2007 = 7,519

2005 - 2006 = 7,435

2004 - 2005 = 7,123

2003 - 2004 = 6,992

TAX CASES

2006 - 2007 = 1,001

2005 - 2006 = 917

2004 - 2005 = 1,287

2003 - 2004 = 1,537

Marriage Licenses And Passport Applications

The LICENSE SERVICES OFFICE is responsible for issuing marriage licenses and processing passport applications.

MARRIAGE LICENSES ISSUED

2006 - 2007 = 24,823

2005 - 2006 = 25,517

2004 - 2005 = 23,987

2003 - 2004 = 23,425

PASSPORT APPLICATIONS PROCESSED

2006 - 2007 = 32,695

2005 - 2006 = 17,901

2004 - 2005 = 17,035

2003 - 2004 = 21,335

Exhibits Processed And Released (Adult and Juvenile Court)

The EXHIBITS DEPARTMENT is responsible for receiving and storing exhibits, transcripts, and depositions for all case categories. The classified materials retained include sealed files, medical records, mental health files, protected addresses, and grand jury materials.

2006 - 2007 = 160,310

2005 - 2006 = 148,679

2004 - 2005 = 137,644

2003 - 2004 = 128,082



Total Restitution Monies Disbursed

The CRIMINAL FINANCIAL OBLIGATIONS (CFO) Unit is responsible for the disbursement of all court-ordered financial sanctions including restitution payments to victims of a crime.

2006 - 2007 = \$9,861,957

2005 - 2006 = \$10,588,185

2004 - 2005 = \$9,077,419

2003 - 2004 = \$8,200,819

Total Funds Collected

The BILLING/DEFERRAL UNIT establishes time payment accounts for persons who have filing fees deferred, jury fee judgments, fines, incarcerated persons who file cases, businesses with commercial accounts, and complex litigation cases that require additional fee amounts.

2006 - 2007 = \$1,943,931

2005 - 2006 = \$1,979,899

2004 - 2005 = \$2,035,982

2003 - 2004 = \$1,791,802

Number Of Images Filmed

MICROGRAPHICS films court case files for permanent retention according to State of Arizona archival standards.

2006 - 2007 = 1,931,620

Minute Entries

A minute entry is a written record of court hearings and judges' rulings on cases.

	ADULT CASES	JUVENILE CASES
MINUTE ENTRIES (MEs):	483,352	65,151
MEs eMAILED FOR DISTRIBUTION:	1,377,777	390,112
MEs PRINTED FOR DISTRIBUTION:	653,359	193,575
MEs eFILED:	381,719	N/A

Court Hearings Covered By Courtroom Clerks

Courtroom Clerks attend each Superior Court session to record the actions of the court.

ADULT COURT HEARINGS COVERED = 347,864

JUVENILE COURT HEARINGS COVERED = 59,436

Other 2006-2007 Statistics

SPECIALIZED FAMILY COURT FILINGS TRACKED FOR SERVICE
10,199

APPEALS FILED
967

NOTARY BOND APPLICATIONS PROCESSED
16,187



Child Support / Spousal Orders Of Assignment Mailings

SUPPORT FINANCE'S responsibilities include processing Orders of Assignment. The Orders of Assignment are sent to the obligor's employer, who is required by law to withhold, modify, or terminate withholding support money from their employee's wages. The withholdings are directed to the Support Payment Clearinghouse, which distributes them to the obligee.

2006 - 2007 = 26,332

2005 - 2006 = 27,909

2004 - 2005 = 28,473

2003 - 2004 = 24,024

Annual Growth Of The Electronic Repository

In 2002, the Office began scanning the paper documents it receives for filing in Criminal, Civil, Family Court, Mental Health, and Tax case types (Probate documents have been scanned since Dec., 1997). These electronic records become a part of the Office's electronic repository, which now contains more than 13.5 million documents. These electronic records are being accessed by over 8,655 users from the County, State, and Federal agencies, as well as the public.

DOCUMENTS ADDED TO THE REPOSITORY ANNUALLY

2006 - 2007 = 2,937,552

2005 - 2006 = 2,922,782

2004 - 2005 = 2,583,584

2003 - 2004 = 2,304,495

2002 - 2003 = 1,874,041

Arizona General Stream Adjudication

The Arizona General Stream Adjudication is a lengthy series of proceedings designed to determine the ownership of surface water rights in Arizona. Since Maricopa County has the largest number of potential claimants, the Clerk's Office is entrusted with the record keeping for the entire adjudication process. Specifically, the Office maintains the claims and provides document access to litigants and the public.

- The Office maintains 84,206 CLAIMS related to the case
- Since its initiation in 1979, the case currently consists of 407 VOLUMES and 6,305 DOCUMENTS

2006-2007 Customer Service Statistics

The CUSTOMER SERVICE CENTER provides services for customers to obtain a marriage license, apply for a passport, and access court records.

CUSTOMERS SERVED = 732,704

The CUSTOMER INFORMATION CENTER assists the public with information and/or directions when they visit the court.

CUSTOMERS ASSISTED = 130,396

The STAR CALL CENTER is responsible for answering and routing the Office's telephone calls.

CUSTOMERS ASSISTED = 295,894





The eQuipped

AN OVERVIEW OF THE OFFICE'S
ELECTRONIC INITIATIVES

*"Great things are done
when man and mountain meet."*

-William Blake

FAMOUS PEAK PERFORMERS

In 1840, Paul Edmund Strzelecki was the first to ascend the highest mountain on the continent of Australia—Mount Kosciuszko, which is 7,310 feet.

eQuipped With An Electronic Court Record (ECR)

For the past several years, the Office has been implementing an Electronic Court Record (ECR) system to enable the judicial system to receive, store, route, and make available electronic documents and eliminate paper documents. This goal to narrow the paper trail is quickly transpiring. The following are summaries of two major ECR accomplishments:

- **ELECTRONIC REPOSITORY:** Each month, more than 263,000 paper documents are filed with the Office. Documents are scanned and converted to electronic format and stored within an electronic repository. This repository now contains more than 13.5 million electronic documents. Thus far, access to documents has been granted to 23 governmental agencies. The public is also able to access electronic images at public terminals in each office location. This access saves paper and time for the Office, agencies, and the public.
- **eFILING:** The Office has launched three eFiling Pilot Programs that provide numerous benefits including: 1) convenience for participants who do not have to travel to the filing counter and wait in line to file their document; 2) the court can download court files quickly and conveniently; 3) judges, parties, and the public (where permissible) can view the case simultaneously and immediately; 4) speed and accuracy in processing the case increases; and 5) it reduces a tremendous volume of paper being used. The three eFiling pilot programs are:



- **Civil Complex Litigation:** Involves complex civil litigation cases where there are multiple parties, cases, and/or issues. There are more than 70 cases involved.
- **Criminal:** Last year, eFiling in criminal cases expanded from eight judicial divisions to all court divisions in this case type. There are several thousand cases involved.
- **Civil:** This pilot involves 17 divisions and more than 3,000 cases.

In total, the Office received 83,698 eFilings from pilot eFiling programs this year.

eQuipped To Be Accurate

On average, the Office scans more than 12,000 paper documents daily to make them available as an electronic image. To ensure electronic documents meet standards and the information is accurately captured, the Office implemented numerous quality control measures. These efforts have resulted in a 99.9 percent accuracy rating during the fiscal year. The national standard for Clerk's Offices maintaining a paper record is 99.5 percent accuracy.

eQuipped For 1-1-07 To Arrive

January 1, 2007 was considered one of the most important days in the fiscal year for the Office. It was the day the Clerk of the Court, Michael Jeanes, implemented an end to placing paper documents it receives into the hard copy files (adult case types only). Also, on that date, folders for new complaints were no longer created. Instead, the paper documents received were scanned, audited, and then disposed of after a series of quality checks.

To achieve this major goal, the Office obtained authorization from the Arizona Supreme Court's Chief Justice to recognize the Electronic Court Record (ECR) as the original and allow paper documents to be disposed. The Office also ensured it had a reliable backup electronic system.



As a result of this change, customers who request a file from 2002 to the present date, are referred to the public access terminals available at customer service locations to view the record. The hard copy file is no longer pulled from the fileroom, as it would not represent the complete record.

Between April and August 2006, the Clerk's Office pulled over 92,000 hard copy case files (for adult case types initiated in 2002 or later). By ending the operational demand of pulling and delivering public case files that are now available electronically, it allows the Office to focus its resources on better managing access to the electronic court record and the increasing number of Superior Court filings.

As a result of 1-1-07, the Office disposed of the first box of court documents in March. The box contained 2,500 documents and 6,000 pages.

Disposing of the paper documents saves a significant amount of storage space for the Office. Paper documents placed in hard copy files fill hundreds of shelving units that require a tremendous amount of space. With the ECR now being the official court record, electronic images are stored redundantly on a pair of Storage Area Network arrays in different buildings and on one optical disk jukebox. Approximately 30 million imaged pages are stored on each Storage Area Network in a space about one-half the size of a home computer.

eQuipped For A New eVenture

The Public Affairs Office and Information Technology Group redesigned its website called "eVentures", which provides information about the Office's electronic initiatives. The purpose of the website is to keep those impacted and/or who have an interest in the Office's Electronic Court Record efforts, with up-to-date information, as well as educate the audience about the various components of the ECR. The website can be accessed at: <http://eventures.clerkofcourt.maricopa.gov/>

eQuipped To Provide Public Access

To provide the public access to the Electronic Court Record (electronic images of court documents), the Office installed public access terminals at four office locations—the Customer Service Center, Southeast, Northeast, and Northwest offices. The terminals allow customers to instantly view court documents, select the images to be printed, go to counter where they are printed, and pay the fee.

Customers can view the electronic images as follows: all probate cases from 1998 forward (and active cases from 1994-1997) and all other case types from 2002 forward. The terminals save significant time for customers and staff, and allows more than one person to access the file at a time.

eQuipped To eFile

The Office launched a new and improved eFiling website in October. The website, which is used by more than 5,200 registered users, allows participating attorneys to file Civil and Criminal subsequent filings with the Court. The redesigned website provides new features and enhancements to achieve the optimum eFiling experience for the user. The web address is: <https://efiling.clerkofcourt.maricopa.gov>



eQuipped To Provide eFile Training

The Office offers monthly eFiling training classes to law firms and legal support staff to acquaint them with the new eFiling system. Approximately 1,540 individuals have participated in the training courses. Information about the classes is available on the Office website at: <http://eventures.clerkofcourt.maricopa.gov/> in the "eFiling Folder" or by calling 602.506.2171.

eQuipped To Make Change With Unsigned Minute Entries

This year, the Office stopped printing and filing unsigned minute entries and began eFiling them into the electronic court record. The Office had been printing and placing close to 1,500 paper minute entries per day into the hard-copy file. This efficiency improvement reduces the need for paper, labor, and storage space.

eQuipped To Scan

The Office increased the amount of electronic images of court documents available to the public by scanning 6,000,000 inactive Civil Downtown and Southeast document pages that date between 1998-2000. Previously, these documents were only available in hard copy.

The Summits

OFFICE HIGHLIGHTS AND
INFORMATION FOR 2006-2007

*"If you found a man
at the top of a mountain,
he did not fall there."*

-Unknown



FAMOUS PEAK PERFORMERS

In 1829, Khilar Hachirov was the first to ascend the highest mountain on the continent of Europe—Mount Elbrus, which is 18,510 feet.

The New Downtown Justice Center

THE PEAK PERFORMANCE: In December, the NEW 254,300 square-foot, five-story Downtown Justice Center was opened for business. The \$38 million building houses the Clerk of the Court's Administrative offices, five justice courts, and eight county justice agencies. The building is located at 620 W. Jackson St., across from the Customer Service Center in Phoenix.

The Clerk's Office is located on the 3rd Floor in Suite 3017



The New Hours Of Court Operation Extend To Night & Saturdays

THE PEAK PERFORMANCE: The new year started off with a NEW era for the Court. In January, the Superior Court opened a new Extended Hours Court for Family Court and Juvenile Court to better serve court customers. In addition, Saturday Court sessions began in February to provide further convenience. The extended court hours are available to Family Court litigants, with cases initially being heard only at the Northeast Regional Court and available for adoption and guardianship matters at the Durango Juvenile Court Facility. The hours for the alternative schedules are Tuesday through Friday until 9 p.m. and on alternating Saturdays from 8 a.m. to 5 p.m.

It is estimated that the added hours will allow the court to hear close to 5,000 additional family and juvenile court cases annually. The Clerk's Office provides courtroom clerk coverage for the extended hours hearings.

The New Location Of The Process Server Program

THE PEAK PERFORMANCE: The Private Process Server Program has a NEW location. Individuals interested in becoming a process server may now go to the Customer Service Center, 601 W. Jackson in Phoenix, to pick up an application or receive more information. In addition, the Office now has a Process Server section on its website to better assist process servers. The site provides valuable information for those interested in becoming a process server and for those who are currently a process server. The site is available at: www.clerkofcourt.maricopa.gov and then select "Process Servers."

A CLOSER VIEW...

A typical workday for the Maricopa County Justice System has...

- 430 cases filed with the Clerk's Office
- 12,659 court documents filed
- 344 adults booked in jail
- 433 juveniles in detention
- 569 adult inmates transported to court
- 1,200 hearings scheduled in Sup. Court
- 107 new felony cases filed
- 300 residents appear for jury duty

Source: Maricopa County Justice System Annual Activities Report FY '05-'06



Alternative Filing Service

THE PEAK PERFORMANCE: To allow more customers to file their documents without standing in line, the Office expanded its alternative filing **SERVICE** by installing an external filing depository box at the Northwest Court and an internal box at the Northeast Court. For the past few years, the Office has installed internal and external boxes to provide customers with an alternative method to file their documents. The external boxes are available 24 hours a day, seven days a week and are located at the entrances of the Southeast Court (Mesa), Northeast Court (Phoenix), Northwest Court (Surprise), and in the Madison St. parking garage (Downtown Phoenix). The internal boxes are available 8 a.m. - 5 p.m., Mon. - Fri. and located in the Downtown Distribution Center; Probate Office; Family Court File Counter; and the Southeast, Northwest, and Northeast Court lobbies.

This fiscal year, there were 40,549 filings in the external boxes and 162,303 filings in the internal boxes.



Service Directory

THE PEAK PERFORMANCE: The Office created a new *Directory of Services* to assist customers with contact information for Clerk of Court **SERVICES**. The directory is available at the Office's filing counters. In addition, the Office continued its effort to keep the legal community informed about office news by distributing a monthly electronic publication called "*The Brief*."

Case Filings Service

THE PEAK PERFORMANCE: To provide convenient **SERVICES** to customers who request copies of new case filing information, the Customer Service Center electronically distributes this information on a weekly basis. To enroll, call: 602.506.3302.

Improving Service Through On-Line Survey

THE PEAK PERFORMANCE: To ensure quality **SERVICE** is continually provided, a quick online survey is available for customers to provide feedback about the service they received from the Office. To access the survey, visit: www.clerkofcourt.maricopa.gov

A CLOSER VIEW...

The Marriage License and Passport Offices (MLPO) issued an all-time daily record of 138 marriage licenses on Feb. 14 (Valentine's Day). Valentine's Day is traditionally the busiest day of the year for the MLPO staff. The previous record was 104 on Feb. 14, 2003.



SERVICE MOUNTAIN

Efficiency In Delivering Minute Entries

THE PEAK PERFORMANCE: The Clerk's Office continued its efforts to make the delivery of court minute entries more **EFFICIENT** by enrolling additional law firms into its Electronic Distribution Program.

Currently, there are more than 5,560 attorneys who receive minute entries electronically, which is a 50 percent increase from two years ago. The Office distributes a daily average of 5,484 electronic minute entries and 2,613 via paper daily. Previously, minute entries were manually printed, sorted, and either mailed or placed in an area for attorney pick up. Electronic distribution has saved the Office considerable time, printing, and mailing costs.

Efficiency Through The eSeal And Quashed Warrants

THE PEAK PERFORMANCE: To improve timeliness and quality, the Office implemented a new electronic seal (eSeal) process for criminal bench and civil arrest warrants, which reduces the potential for people to be released or arrested incorrectly while waiting for paperwork. The new, more **EFFICIENT** process greatly increases the speed of information exchanged between the Clerk's Office and Sheriff's Office. The new process allows courtroom clerks to initiate electronic criminal and civil arrest warrants by pulling case data from the court management system and creating an original PDF version of the warrant with an electronic seal. The courtroom clerks can then send the warrant electronically to the Sheriff's Office, who receives it immediately and can act upon it.

Prior to this effort, courtroom clerks had to research and input the defendant's information and other details manually on every warrant issued, enter the information into the Criminal Information Center databases, and physically deliver the warrant to the Sheriff's Office. With the volume of warrants issued, the paper-driven process took a significant amount of time.

In addition, courtroom clerks can also locate original electronic warrants, stamp "quashed" (canceled) on the PDF original, and file the quashed warrant electronically. This improves the speed at which warrants can be removed from the Criminal Information Center databases, thereby reducing the potential for someone to be arrested on a warrant that appears to be outstanding.

The new process saves considerable time, eliminates potential delays and errors, and reduces the amount of paper and manual procedures.



Focus On Learning

THE PEAK PERFORMANCE: The Training Division **FOCUSED** on increasing the employee's knowledge of the court, county, government, and work environment issues, as well as enhance their job and customer service skills this year. The division offered 1,262 courses* to staff. Employees are required to take 16 hours of continuing education each year.

In addition, the Training Division had 27 employees graduate from its newly implemented Professional Certification Series that offers specialized training to employees in three areas: training, professional development, and leadership.

**Figure includes all classroom sessions from staff and guest instructor, CD-Roms, and video training, on the job training and external training.*

Focus On Adoptions

THE PEAK PERFORMANCE: In November, the Court **FOCUSED** on finalizing adoptions for numerous families. Several Juvenile Courtroom Clerks and other Clerk of the Court office staff assisted in the "National Adoption Day Event" at the Durango Juvenile Court Center. The Court conducted a total of 164 hearings, which resulted in the adoption of 205 children.



Focus On Special Guests

THE PEAK PERFORMANCE: Clerk officials **FOCUSED** on providing two Office tours this year—one for the Salt River Pima/Maricopa Indian Reservation Tribal Court, who visited to review ways to streamline their systems using technology, and one for a judge from Japan, who was participating in a program that provides foreign judges opportunities to gain a better understanding of the American judicial system.

Focus On Marriage Licenses

THE PEAK PERFORMANCE: A notable bill that the Office was **FOCUSED** on during the 2007 Arizona legislative session that passed was SB1056, which permits a city court clerk to issue marriage licenses. In addition, the Office redesigned the marriage license it issues this year. The new license was issued to customers for the first time on Valentine's Day.

A CLOSER VIEW...

Clerk of the Court staff proved they desire to be a part of the solution in helping those in need. Here's how... staff donated \$4,287 to the County's Combined Charity Campaign, which assists non-profit agencies; donated 550 pairs of socks, 266 pairs of shoes, and 1,671 articles of clothing for the homeless; and donated 293 new toys for children in the community during the holiday.



Michael Jeanes Honored

THE PEAK PERFORMANCE: Clerk of the Court Michael Jeanes was honored by being selected as the 2007 recipient of the Arizona Supreme Court's prestigious "Administrative Director's Administration of Justice Award." The award is presented to an individual who has made substantial contributions to improving public trust and confidence in the Arizona Court System, and for outstanding achievement in the administration of justice by improving court services.

Website Honored

THE PEAK PERFORMANCE: The Clerk of the Court's website received national honors when it received an "Award of Excellence" from the National Awards of Publication Excellence competition. The award is based on overall communications excellence and excellence in design and content. The Office website address is: www.clerkofcourt.maricopa.gov

Annual Report Honored

THE PEAK PERFORMANCE: The Public Affairs Office received national honors for its production of the 2005-2006 Annual Report ("Service Innovation") from the International Association of Business Communicators (IABC) and the National Association of County Information Officers (NACIO). The IABC presented the report with Copper and Silver Quill awards in competitions among businesses and organizations within Arizona and across a U.S. region. NACIO, a competition among the nation's county governments, bestowed two "Achievement Awards" on the report.

32-Year Employee Honored

THE PEAK PERFORMANCE: The name of a former Clerk of the Court employee was placed on Maricopa County's Service Pillar of Honor for her 32 years of service. Dina Arzaga served the Office from 1974 - 2006. She was the fifth Clerk employee to be added to the Service Pillar. To be eligible for the pillar, located on the Superior Court Central Court Plaza, an employee must have retired after 30 or more years of service to the county.

A CLOSER VIEW...

Following are just a few public comments regarding the service of Clerk of the Court staff:

- Staff went above and beyond
- Extremely courteous and helpful
- Takes the extra effort
- Friendly, polite, informative
- Extremely helpful with lots of smiles
- Just delightful
- Excellent service
- The best court records facility I have ever used
- Very, very fast and polite
- Goes the extra mile
- All personnel were wonderful
- Far above and beyond with regard to service.

The Sneak Peak

PREVIEWING WHAT IS AHEAD
FOR THE OFFICE

*"Never measure the
height of a mountain
until you have
reached the top.
Then you will see
how low it was."*

-Dag Hammarskjöld



FAMOUS PEAK PERFORMERS

In 1913, Hudson Stuck, Harry Karstens, Walter Harper, and Robert Tatum were the first to ascend the highest mountain on the continent of North America—Mount McKinley (Denali) which is 20,320 feet.

Sneak Peak At The Planned Downtown Court Tower

In May, the Maricopa County Board of Supervisors unanimously approved \$334 million in capital funding for a planned Downtown Court Tower. The new facility is projected to be completed in 2011 and will be located on the southwest corner of Madison and First Avenue.

The plans call for the new facility to be 16 stories and have 722,930 square-feet for 32 courtrooms. The tower will include numerous Clerk of the Court operations, a jury assembly room, Court Administration, Adult Probation Department, offices for attorneys, program services and secure holding cells. The design will provide separate circulation patterns for the public, judicial personnel, prisoners, jurors, and more.

The plan to develop the Court Tower was achieved through a series of meetings and work sessions including Clerk and Court Administration, judicial officers, justice system stakeholders, victim advocates, the media, and others.



Sneak Peak At A Southwest Regional Court

Court and County officials are in the process of studying plans and making determinations about construction of a Southwest Regional Court Center located in Avondale. Tentatively, the plans would include courtrooms, justice courts, and Clerk's Office functions, among other things, with a projected completion date in 2010.

Currently, Regional Court Centers are located in Mesa, North Phoenix, and Surprise.

Sneak Peak At eFiling In Family Court

During the first half of the next fiscal year, the Clerk's Office plans to initiate an eFiling pilot program in Family Court. Over the past few years, the Office has implemented three eFiling pilot programs in Civil Complex Litigation, Criminal, and Civil case types. eFiling in Family Court will begin in three divisions. Expansion of eFiling generally progresses to a limited number of divisions in phases. For a list of participating eFiling divisions or more information about eFiling, visit the Clerk's eFiling website at: <https://efiling.clerkofcourt.maricopa.gov/help/edivisions.asp>

Sneak Peak At A New Cash Receipt

A new receipting system is being planned for implementation in the Clerk's Office, Superior Court, and Adult Probation. The system will be user-friendly for staff and include new functionalities such as scanning customer's checks and printing new case filing information to populate the Court's system and file as receipted. The new system will provide flexibility for the Office, eliminate redundant data entry of trust deposits and filing fee deferrals, and provide useful information for customers. The Clerk's Office issues receipts at all filing and public counters, as well as marriage license and passport offices.

Sneak Peak At Electronic Orders Of Assignment

The Office is working on a project to automate and streamline the Orders of Assignment process to ensure the payee (person receiving the support payment) receives their court-ordered support sooner. The current process is paper-driven and requires several steps by various areas to complete, which can cause delays in support payments being collected and distributed.

To improve the process, the Office is working toward having the Orders of Assignment completed by the courtroom clerk in Court. The Support Finance Unit then would retrieve the information and generate an electronic Order eliminating the paper-driven manual process, which contributes to the delays. The objective is to expedite the processing time of Orders of Assignment (from 45 days to 3 days) from the date of the Order. In 2006, an average of 2,214 Orders of Assignment were processed by the office per month.

Sneak Peak At Juvenile iCIS

The Juvenile Division has been extensively involved in planning and developing for the move of juvenile cases from the Juvenile On Line Tracking system (JOLTS) to the Integrated Court Information System (iCIS) and the Minute Entry Electronic Distribution System (MEEDS). This change in automation affects all aspects of services delivered to the Court and the public including case management, court calendaring, court dockets, financial obligation records, and minute entry creation and distribution. Moving to the iCIS environment will allow for future development and implementation of an electronic court record for juvenile cases.



The Compass

OFFICE LOCATIONS AND
CONTACT INFORMATION

*"Height has nothing to do with it.
It is your strength that counts."*

-Lynn Hill



FAMOUS PEAK PERFORMERS

In 1897, Matthias Zurbriggen was the first to ascend the highest mountain on the continent of South America—Aconcagua, which is 22,841 feet.

Locating The Service Bases (Phone Numbers and Addresses)

Customer Services

CENTRAL COURT BUILDING, 201 West Jefferson Street, Phoenix	602.506.3360
CUSTOMER SERVICE CENTER, 601 West Jackson Street, Phoenix	602.506.3360
FAMILY COURT SERVICES	602.506.3762
AUTOMATED SUPPORT LINE	602.506.1900
NORTHEAST REGIONAL CENTER, 18380 North 40th Street, Phoenix	602.372.7720
NORTHWEST REGIONAL CENTER, 14264 West Tierra Buena, Surprise	602.372.6530
OLD COURTHOUSE, (Probate Counter) 125 West Washington, Phoenix	602.506.3763
SOUTHEAST REGIONAL FACILITY, 222 East Javelina Avenue, Mesa	602.506.2127

Juvenile Court Services

SOUTHEAST FACILITY, 1810 South Lewis, Mesa	602.506.2850
DURANGO FACILITY, 3131 West Durango, Phoenix	602.506.4041

Marriage Licenses & Passport Applications

CUSTOMER SERVICE CENTER, 601 West Jackson, Phoenix	602.506.7400
NORTHEAST REGIONAL CENTER, 18380 North 40th Street, Phoenix	602.372.7720
NORTHWEST REGIONAL CENTER, 14264 Tierra Buena, Surprise	602.372.6530
SOUTHEAST FACILITY, 222 East Javelina Avenue, Mesa	602.506.2125

Marriage Licenses - Justice Courts

AGUA FRIA, 9550 West Van Buren, Buckeye	623.936.1449
ESTRELLA MOUNTAIN, 100 North Apache #C, Tolleson	623.386.4822
HASSAYAMPA, 14264 West Tierra Buena, Surprise	602.372.2000
IRONWOOD, 209 East Pima, Gila Bend	928.683.2651
MARYVALE, 4622 West Indian School #10, Phoenix	623.245.0432

Marriage License/Passports - City Clerk

CHANDLER CITY HALL, 55 North Arizona Place #203, Chandler	480.782.2180
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Passports Only







ARIZONA STATE UNIVERSITY, 951 South Mill, Tempe	480.965.0877
GLENDALE CITY CLERK, 5850 West Glendale Avenue, Glendale (Wed. only)	623.930.3260
PEORIA CITY CLERK, 8401 West Monroe, Peoria	623.773.7343
PIMA NORTH SERVICE CENTER, 8787 East Hualapai Road, Scottsdale	480.312.6280
SCOTTSDALE CITY CLERK, 3939 Civic Center Plaza (call for times)	480.312.2412
SCOTTSDALE GRANITE REEF NEIGHBORHOOD RESOURCE CENTER, 1700 North Granite Reef Road, Scottsdale (call for times)	480.312.7277

Other Services



SUPPORT PAYMENT HISTORY	602.506.7444
SUPPORT PAYMENT HISTORY FAX BACK	602.506.4755
FAX-ON-DEMAND	602.506.0034
LONG DISTANCE FAX-ON-DEMAND	1.866.506.0034

Locating The Service Bases (Office Maps)


DOWNTOWN PHOENIX OFFICE LOCATIONS

< <	Washington St.			Old Courthouse
> >	Jefferson St.			
7th Ave.	6th Ave.	5th Ave.		Downtown Court Complex
	Madison St.		4th Ave.	  
	Downtown Justice Center		3rd Ave.	1st Ave.
Customer Service Center	Jackson St.			
				


SOUTHEAST OFFICE LOCATIONS

U.S. 60		Corry Rd.	
		Southeast Court Complex	Street A
Southeast Juvenile Court		Javelina Rd.	Mesa Dr.
Lewis St.		Baseline Rd.	


NORTHEAST OFFICE

Loop 101	Union Hills Dr.	
N. 32nd St.		N. Tatum Blvd.
E. Bell Rd.	Northeast Court	N. 40th St.

NORTHWEST OFFICE

Bell Rd.		Statler Blvd.
Northwest Court		Tierra Buena
Surprise Center Blvd.		Litchfield Road
Greenway Rd.		

DURANGO JUVENILE OFFICE

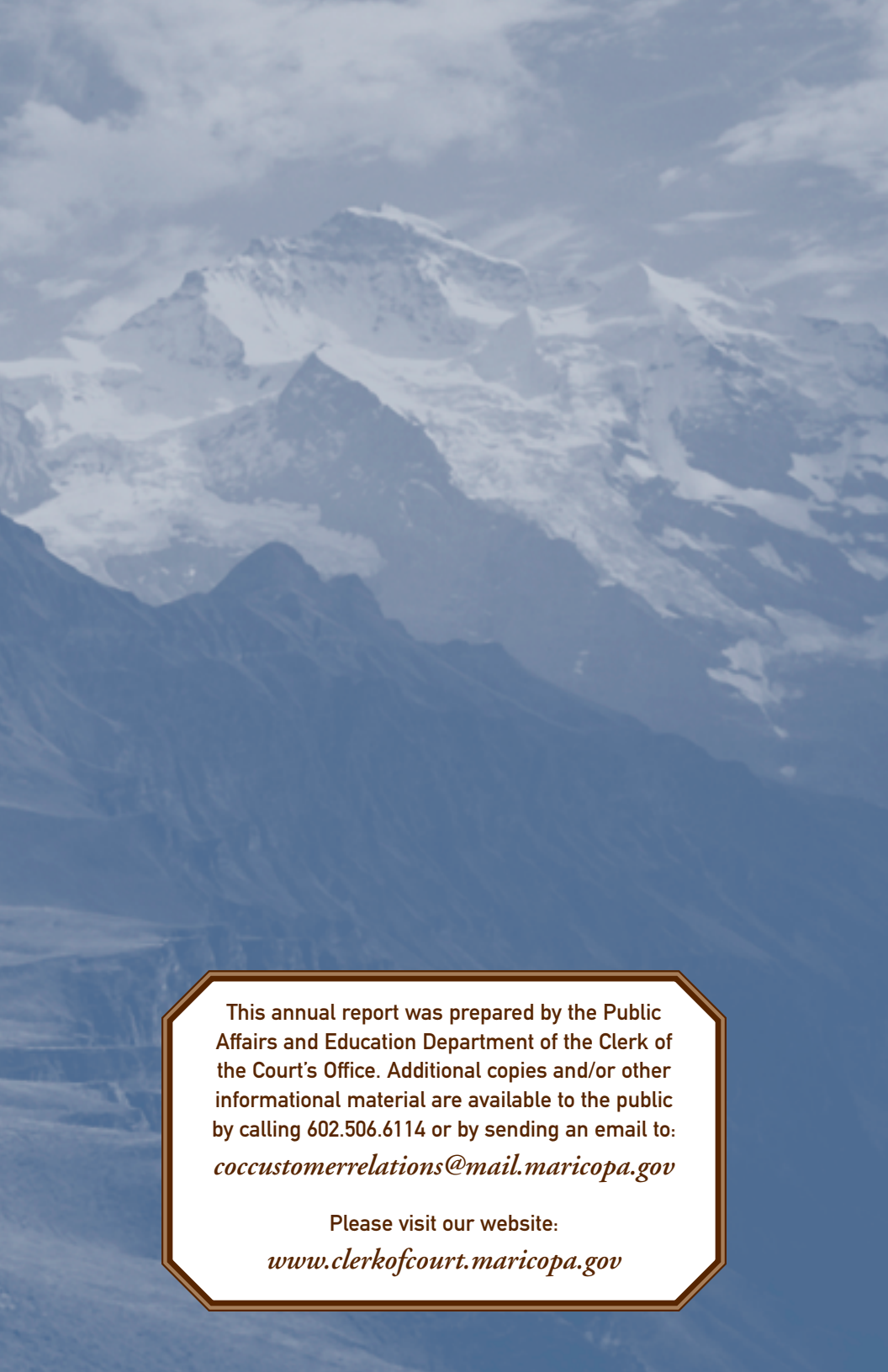
35th Ave.	Buckeye Rd.	27th Ave.	I-17
	Durango Rd.		Juvenile Court
	Lower Buckeye Rd.		

The Winners

"Winners take time to relish their work, knowing that scaling the mountains is what makes the view from the top so exhilarating."

-Denis Waitley





This annual report was prepared by the Public Affairs and Education Department of the Clerk of the Court's Office. Additional copies and/or other informational material are available to the public by calling 602.506.6114 or by sending an email to: *cocustomerrelations@mail.maricopa.gov*

Please visit our website:
www.clerkofcourt.maricopa.gov